

Arkansas ELPA21 Interactive Demo, Training Modules, Administrator Roles & Readiness

January 7, 2015



Welcome

■ Introductions

Arkansas Department of Education

- Alan Lytle, Public School Program Advisor
- Susan Gray, Public School Program Coordinator
- Hope Allen, ADE Special Advisor

Questar Assessments, Inc.

- Corey McClay, Program Manager
- Samanthi Mallawaarachy, Associate Program Manager
- Evan Melick, Product Manager
- Kristine Odenbrett, Business Analyst
- Angie Fischer, Training & Documentation Manager

Logistics

- Questions
 - Please submit questions via Go-To-Webinar questions
- Technology issues
 - Please submit issues via chat

Agenda

- Interactive Demo
- Toolkit Modules
- Technology Readiness
- Roles and Responsibilities
- Administration Site
- Registration
- Operations Processes
- Next steps
- Support
- Questions

Interactive Demo

The background is a solid orange color. Overlaid on this are several thin, light-yellow lines that form a complex geometric pattern. These lines intersect to create various triangular and polygonal shapes. A prominent feature is a large, irregular shape on the right side, formed by several intersecting lines, which appears to be a stylized representation of a network or a map projection.

Interactive Demo

The Interactive Demo differs from the Student Test.

In the Interactive Demo:

- Results aren't stored
- Unlimited number of attempts
- Offers practice with examples of question types, it is not full test
- No support if connectivity is lost
- Students can select their own accommodations
- Self-scoring

Interactive Demo

- <http://www.arkansased.gov/divisions/learning-services/english-learners/elpa21>
- <http://www.livebinders.com/play/play?id=1833717>

Toolkit Modules

The background is a solid orange color. Overlaid on this are several thin, light-yellow lines that form a complex geometric pattern. These lines intersect to create various triangular and polygonal shapes, some of which are elongated and others more compact. The lines appear to be part of a larger, partially visible structure, possibly a stylized globe or a network diagram, but only the segments within the frame are shown.

Toolkit Modules

1. Platform Overview
2. Administration Site Overview
3. Student Testing Session
4. Student Testing Experience
5. Accessibility and Accommodations
6. Testing Lab Management
7. Workstation Preparation
8. Troubleshooting

<http://www.arkansased.gov/divisions/learning-services/english-learners/elpa21/elpa21-resource-materials>

Platform Overview

1. Platform Overview

- Understand the test
- View the testing platform
- Experience a basic walkthrough
- Learn how to start a test
- Gain a general sense of what students will experience

Who should watch: test administrators, teachers, parents, students, state/district/school staff

Administration Site Overview

2. Administration Site Overview

- Using the Test Administration Site
- Review the platform (not test items)
- Overview of materials

Who should watch: teachers, administrators, test coordinators

Student Testing Session

3. Student Testing Session

- Register individual students
- Complete roster changes
- Modify Personal Needs Profiles (PNP)
- Learn about Interactive Demos
- Start the student testing session
- Access directions for administration
- Track student progress
- Pause a test and reactivate a paused test

Who should watch: test coordinators, teachers, test proctors, student's main point of contact before and during the testing session; also appropriate for a general audience

Student Testing Experience

4. Student Testing Experience

- View educator-facing overview of the testing tools students may encounter
- Overview of student log in procedures
- Locate interactive demos and accompanying lesson plans
- Learn how to navigate the test, use bookmarking and review features, pause and resume testing, and how to end a testing session and submit
- Locate templates for projectable or printable keys or “Guide to ELPA21 Tools” to remind students of the uses of different platform tools during testing

Who should watch: test coordinators, teachers, test proctors, student's main point of contact before and during the testing session; also appropriate for a general audience

Accessibility and Accommodations

5. Accessibility and Accommodations

- View overview of accessibility features (universal and designated)
- View overview of accommodations
- Create PNPs: Enter IEP and 504 plans
- Learn student platform tools

Who should watch: IEP coordinators, test coordinators, student's main point of contact before and during the testing session; also appropriate for a general audience

Testing Lab Management

6. Testing Lab Management

- Understand security measures
- Add, modify and delete school accounts
- Run system reports

Who should watch: IT directors, data directors, technology coordinators, test administrators, coordinators

Workstation Preparation

7. Workstation Preparation

- Workstation readiness
- Secure browser setup
- Safeguards against data loss

Who should watch: IT directors, data directors, technology coordinators, test administrators, coordinators

Troubleshooting

8. Troubleshooting

- Troubleshoot common issues
- Prevent errors
- Get help

Who should watch: IT directors, data directors, technology coordinators, test administrators, coordinators

Technology Readiness

The background is a solid orange color. Overlaid on this are several thin, light-orange lines that intersect to form a series of overlapping, irregular geometric shapes, resembling a stylized web or a network diagram. The lines are thin and have a slightly wavy, hand-drawn appearance.

Nextera Technical Requirements

Desktops				Tablets			
	Windows	Macintosh	Linux	Chrome	iOS	Android	Windows
Operating System	Vista 7 8 10 2003 2008 2012 (latest service pack)	Mac OS X 10.6+	Fedora 16+ Ubuntu 10.4 11.10 12.4	Chromebook on OS v29+	iPad on iOS 7+	Android tablet on OS 4.2+	Windows tablet on 8
Processor	Intel Core 2 Duo 1.6 Ghz equivalent or higher CPU			1.6 Ghz + or equivalent	1.0 Ghz dual core equivalent or higher		
System Memory	Minimum 512MB Free Ram Recommended 1 GB Free RAM Minimum 1 GB Free Storage Space						
Supported Browsers	Internet Explorer v9+ Microsoft Edge Mozilla Firefox 38+ Google Chrome 42+ Apple Safari 8			Chrome Kiosk mode support available			
Screen Size & Resolution	Recommend 11.6" or larger screen size for desktops Minimum 1024 X 768 screen resolution			Minimum 9.7" screen size Minimum 1024 X 768 screen resolution			
LAN Network	Min: 802.11g Wireless 54Mbps or greater; 100 Mbps LAN for desktops / Minimum available LAN bandwidth at each workstation: 1Mbps Rec: 802.11n Wireless 150 Mbps or higher; 1 Gbps LAN for desktops / Recommended available LAN bandwidth at each workstation 2 Mbps						
Internet Speed	Minimum per device: 150 Kbps Recommended: 300 Kbps						

Roles and Responsibilities



Roles and Abbreviations

District Information Technology
Coordinator (DITC)
School Information Technology
Coordinator (SITC)

District Test Coordinator (DTC)
District Level User (DLU)

School Test Coordinator (STC)
Building Level User (BLU)

Test Administrator (TA)

Roles and Responsibilities

District Information Technology
Coordinator (DITC)

School Information Technology
Coordinator (SITC)

Access Home and Help tabs

Ensure device, headset, and
network readiness

Download secure browser

District Test Coordinator (DTC)

District Level User (DLU)

Complete registration

View, add, change accounts
within district

Order and track materials for
schools within district

Access to track progress during
testing

View reports and data files
within district

Roles and Responsibilities

School Test Coordinator (STC) Building Level User (BLU)

View, add, change accounts
within school

Access to track progress
during testing

View reports and data files
within school

Test Administrator (TA)

View, add, change student
accounts in class/testing group

Assign student supports

Print Labels
(student login credentials)

Administer assessment, monitor
student progress during testing

View reports and data files for
class/testing group

Administration Considerations

- K & 1 have a paper-pencil component of the writing domain as well as an online component. K & 1 students **must** take both components of the writing domain.
- TAs **cannot** “help” by re-writing a student’s work for **any** reason. This is interpreting a student’s work and will generate an exception report letter later.
- Per state policy, students who leave the testing environment only get the allowable time for the domain test – not extra, unless there is an IEP/504.

Administration Considerations

- AR policy allows only 2 opportunities to play the listening prompt/stimulus.
- Speaking responses are limited to 5 minutes.
- If the student chooses to re-record a speaking response, the previous recording is superseded and not available for submission.
- The system allows students to pause a test session for up to 20 minutes without requiring administrative override. The student will not be afforded additional test time.
- Skipping is allowed within a domain.
- Students may submit unanswered items.
- Students can review with an opportunity to change answers within a domain.

Student: Proctor Ratios

Grade Band	Number of Students	Number of Proctors
Kindergarten – online	1 to 5	1-2
Kindergarten – paper/pencil Writing	1 to 3	1-2
Grade 1 – online	1 to 5	1-2
Grade 1 – paper/pencil Writing	1 to 3	1-2
Grade band 2-3	8	1
Grade band 4-5	10	1
Grade band 6-8	15	1
Grade band 9-12	20	1

Approximate Testing Times

These estimates do not include time for reading directions to students or breaks.

Grade band	Time per Domain	Total Time
K, 1	15 minutes	60 minutes
2-5	22 minutes	90 minutes
6-12	30 minutes	120 minutes

Any domain must be started and completed in the same day.

Administration Site

Home



Click or tap the "Change" link at the top of the page to select or change your active district and school.

District Contact Information

District: Training Demo (TRN001)
Name: Angie Fischer
Email: afischer@questarai.com
Associated with: Training Demo (TRN001)
Phone: (952) 997-0784
Fax: (952) 997-2770
District Mailing Address:
5550 Upper 147th Street West
Minneapolis, MN-55124
District Shipping Address:
5550 Upper 147th Street West
Apple Valley, MN-55124

Things To Do

Nextera Administration Center

Welcome to Nextera

Search for a district or school.

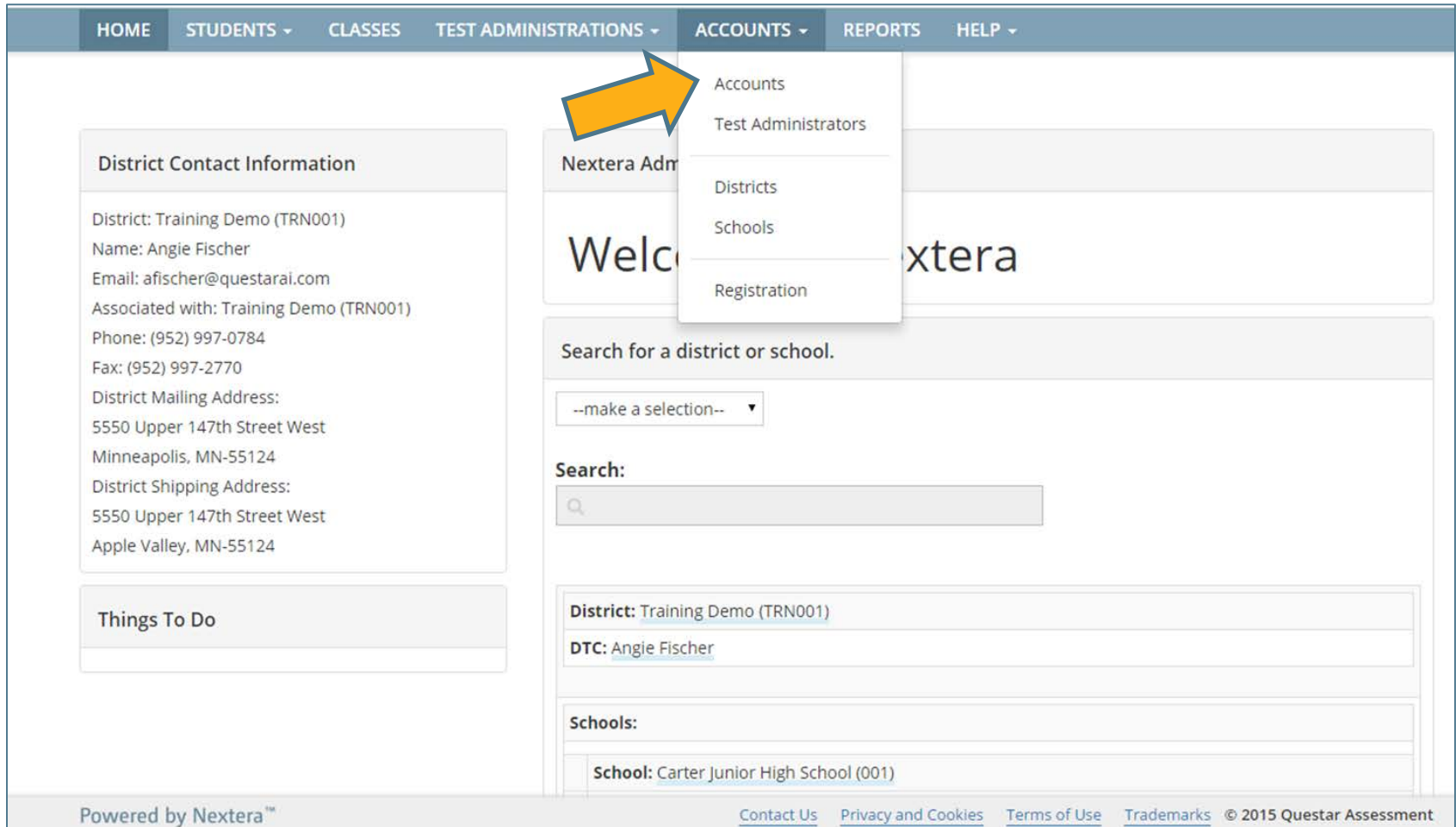
--make a selection-- ▼

Search:

District: Training Demo (TRN001)

DTC: Angie Fischer

Accounts



The screenshot shows the Nextera web application interface. At the top is a navigation bar with the following tabs: HOME, STUDENTS, CLASSES, TEST ADMINISTRATIONS, ACCOUNTS, REPORTS, and HELP. The 'ACCOUNTS' tab is selected, and its dropdown menu is open, showing the following options: Accounts, Test Administrators, Districts, Schools, and Registration. An orange arrow points to the 'Accounts' option in the dropdown menu. On the left side of the page, there is a 'District Contact Information' section for 'Training Demo (TRN001)' with contact details for Angie Fischer. Below this is a 'Things To Do' section. The main content area on the right has a 'Welcome to Nextera' message and a search section titled 'Search for a district or school.' with a dropdown menu set to '--make a selection--'. Below the search section, there are fields for 'District: Training Demo (TRN001)', 'DTC: Angie Fischer', and 'School: Carter Junior High School (001)'. The footer of the page includes the text 'Powered by Nextera™' and links for 'Contact Us', 'Privacy and Cookies', 'Terms of Use', and 'Trademarks', along with the copyright notice '© 2015 Questar Assessment'.

HOME STUDENTS CLASSES TEST ADMINISTRATIONS ACCOUNTS REPORTS HELP

District Contact Information

District: Training Demo (TRN001)
Name: Angie Fischer
Email: afischer@questarai.com
Associated with: Training Demo (TRN001)
Phone: (952) 997-0784
Fax: (952) 997-2770
District Mailing Address:
5550 Upper 147th Street West
Minneapolis, MN-55124
District Shipping Address:
5550 Upper 147th Street West
Apple Valley, MN-55124

Things To Do

Welcome to Nextera

Search for a district or school.

--make a selection--

Search:

District: Training Demo (TRN001)
DTC: Angie Fischer

Schools:

School: Carter Junior High School (001)

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Accounts

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Accounts

Manage Accounts

New Account

All accounts associated with the district and school you've selected appear below. Click on the View button to see more details on an account and make updates. For new accounts, click the "Activate" link to send a welcome email to the user and enable the account. For activated accounts, you can click the "Reset" link to send a user email containing instructions on how to reset his or her password.

User ID	Last Name	First Name	Email Address	Account Type	Membership	Actions
JFord1	Ford	Jason	eshamla@questarai.com	Test Administrator	Carter Junior High School (001)	View Reset
JFord	Ford	Jason	afischer@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
JFord2	Ford	Jennifer	eshamla@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
MJefferso	Jefferson	Mason	afischer@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
EJohnson	Johnson	Emma	noboby@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
STC-001	Nixon	Edna	afischer@questarai.com	School Test Coordinator	Carter Junior High School (001)	View Reset

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[⊕ Back to accounts list](#)

View Test Administrator

You're Viewing: **Emma Johnson** [Edit](#)

First Name:	Emma
Last Name:	Johnson
Email:	nobody@questarai.com
Teaching License Number:	998877
Associated with:	Carter Junior High School (001)
Active:	<input type="checkbox"/>
Content Areas:	

[Cancel](#)

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Accounts

Test Administrators

Districts

Schools

Registration

Accounts

Manage Accounts

New Account

All accounts associated with the district and school you've been assigned to be able to see more details on an account and make updates. For new accounts, click the "Activate" link to send a welcome email to the user and enable the account. For activated accounts, you can click the "Reset" link to send the user an email containing instructions on how to reset his or her password.

User ID	Last Name	First Name	Email Address	Account Type	Membership	Actions
JFord1	Ford	Jason	eshamla@questarai.com	Test Administrator	Carter Junior High School (001)	View Reset
JFord	Ford	Jason	afischer@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
JFord2	Ford	Jennifer	eshamla@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
MJefferso	Jefferson	Mason	afischer@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
EJohnson	Johnson	Emma	noboby@questarai.com	Test Administrator	Carter Junior High School (001)	View Activate
STC-001	Nixon	Edna	afischer@questarai.com	School Test Coordinator	Carter Junior High School (001)	View Reset

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Registration

Schools should plan to test between one and three times per standard academic year.

School: Carter Junior High School (001) ▾

If this school is not testing in a subject, uncheck it below. These entries are used by Nextera Support for staffing needs. If you don't know the actual numbers, your best guess is fine.

The following subjects will be tested this academic year:

Testing	Subject	Student Estimate
<input checked="" type="checkbox"/>	ELPA21	<input type="text"/>

Registration

Each subject being tested requires an estimate on the number of students taking that test.

[Save](#)[Complete Registration](#)

When you click or tap this button, we'll mark all of your registration data as complete and you won't be able to edit it anymore.

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Students

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Students
Multi-Student Edit

District Contact Information

District: Training Demo (TRN001)
Name: Angie Fischer
Email: afischer@questarai.com
Associated with: Training Demo (TRN001)
Phone: (952) 997-0784
Fax: (952) 997-2770
District Mailing Address:
5550 Upper 147th Street West
Minneapolis, MN-55124
District Shipping Address:
5550 Upper 147th Street West
Apple Valley, MN-55124

Things To Do

Nextera Administration Center

Welcome to Nextera

Search for a district or school.

--make a selection-- ▾

Search:

🔍

District: Training Demo (TRN001)

DTC: Angie Fischer

Schools:

School: Carter Junior High School (001)

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Students

Click on any column header to sort on its contents.

Manage Students

New Student

☒ Show students in any class, including those not assigned to one.

There are 3 student(s) in **Carter Junior High School (001)** across all subjects.

Search:

Student ID ▴ ▾	First Name ▴ ▾	MI ▴ ▾	Last Name ▴ ▾	Class ▴ ▾	
997788667	Annabelle		Anishanabeg	()	<div>View</div>
445566778	Soren		Miller	()	<div>View</div>
556677890	Lachelle		Nichols	()	<div>View</div>

[Download Class List \(Excel\)](#)

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View Student

You're Viewing: **Annabelle Anishanabeg** [Edit](#)

District of Record

Training Demo (TRN001) ▾

School of Record

Carter Junior High School (001) ▾

Demographic Information:

Student ID	997788667		
First Name	Annabelle	MI	
Last Name	Anishanabeg		
Date of Birth	12/25/2001		

State Assigned Student ID		Credit	
Grade	08 (Grade 8) ▾	Gender	Female ▾
Ethnicity	<div><input type="checkbox"/> Hispanic <input checked="" type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American</div>	Disability	<div><input type="checkbox"/> Not Applicable <input type="checkbox"/> 01 (Autism) <input type="checkbox"/> 02 (Deaf-Blindness) <input type="checkbox"/> 03 (Development Delay)</div>
Home Language	▾	IEP	▾
Section 504	▾	LEP	▾

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Students

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Edit Student Record

You're Editing: **Annabelle Anishanabeg**

District of Record: Training Demo (TRN001) School of Record: Carter Junior High School (001)


Demographic Information:


Student ID	997788667		
First Name	Annabelle	MI	
Last Name	Anishanabeg		
Date of Birth	12/25/2001		


State Assigned Student ID		Credit	
Grade	08 (Grade 8)	Gender	Female
Ethnicity	<input type="checkbox"/> Hispanic <input checked="" type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American		
Home Language		Disability	<input type="checkbox"/> Not Applicable <input type="checkbox"/> 01 (Autism) <input type="checkbox"/> 02 (Deaf-Blindness) <input type="checkbox"/> 03 (Development Delay)
Section 504		IEP	
Highly Mobile		LEP	
Economic Disadvantaged			
This Student is Retaking this Test			


Class: jefferson, Mason ▾


Accessibility Options


 Answer Masking Tool OFF

 Screen Reader OFF

 Initial Page Zoom OFF

 Reverse Contrast OFF

 Background Color OFF

 Classroom Accommodations
0 Selected


[Modify](#)


Students


Class


Johnson, Emma ▼


Accessibility Options


 Answer Masking Tool
OFF

 Screen Reader
OFF

 Reverse Contrast
OFF

 Background Color
OFF

 Initial Page Zoom
OFF

 Classroom Accommodations
0 Selected

Modify

Save

Cancel

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Students

Multi-Student Edit

View Student

You're Viewing: **Annabelle Anishanabeg** [Edit](#)

District of Record

Training Demo (TRN001) ▾

School of Record

Carter Junior High School (001) ▾

Demographic Information:

Student ID	997788667		
First Name	Annabelle	MI	
Last Name	Anishanabeg		
Date of Birth	12/25/2001		

State Assigned Student ID		Credit	
Grade	08 (Grade 8) ▾	Gender	Female ▾
Ethnicity	<div><input type="checkbox"/> Hispanic</div> <div><input checked="" type="checkbox"/> American Indian or Alaska Native</div> <div><input type="checkbox"/> Asian</div> <div><input type="checkbox"/> Black or African American</div>	Disability	<div><input type="checkbox"/> Not Applicable</div> <div><input type="checkbox"/> 01 (Autism)</div> <div><input type="checkbox"/> 02 (Deaf-Blindness)</div> <div><input type="checkbox"/> 03 (Development Delay)</div>

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Multi-Student Edit


Current content area: **ELPA21**


☐ Show all content areas.


 Answer Masking Tool
OFF

 Screen Reader
OFF

 Initial Page Zoom
OFF

 Reverse Contrast
OFF

 Background Color
OFF

 Classroom Accommodations
OFF

☐

Student ID ▾


First Name ▾

MI ▾

Last Name ▾

Content Area

Active Accommodations

<input type="checkbox"/>	445566778	Soren		Miller		
<input type="checkbox"/>	556677890	Lachelle		Nichols		
<input type="checkbox"/>	997788667	Annabelle		Anishanabeg		

showing 3 of 3 students

[«](#) [1](#) [»](#)

[Save](#)

Test Administrations

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Test Administrations

[Important Dates](#)
[Test Administrations](#)
[Testing status](#)

Testing Status

Filter By Testing Status: All

Test Administrator	Class	Content Area	Test Name	Testing Status		
Jason Ford				In Progress	View	Delete
Jason Ford	1st period Room 204			In Progress	View	Delete
Jennifer Ford				In Progress	View	Delete
Mason Jefferson				In Progress	View	Delete
Emma Johnson				In Progress	View	Delete

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Test Administrations

Testing Status

Filter By Testing Status: All ▾

Test Administrator ▾	Class ▾	Content Area ▾	Test Name ▾	Testing Status ▾		
Jason Ford				In Progress	View	Delete
Jason Ford	1st period Room 204			In Progress	View	Delete
Jennifer Ford				In Progress	View	Delete
Mason Jefferson				In Progress	View	Delete
Emma Johnson				In Progress	View	Delete

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Test Administrations

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View Test

District:	Training Demo (TRN001)	School:	Carter Junior High School (001)
Testing Window:	Fall 2015-16	Content Area:	
Test Administrator:	Emma Johnson	Class:	Johnson, Emma
Test Name:			
Testing Dates:	11/30/2015 to 12/11/2015		

 [Examiner View](#)
 [Print Labels](#)

PIN 4486 [Submit](#) [Cancel](#)

Last Name ▾	First Name ▾	User ID ▾	Password ▾	Status	Total Items Completed ▾	Date/Time Started ▾	Date/Time Completed ▾	Status Codes
Anishanabeg	Annabelle	997788667	B6110998	ELPA21: Not Started	0			Set
Miller	Soren	445566778	FDC55BB2	ELPA21: Not Started	0			Set



Reports Tab



[HOME](#) [STUDENTS ▾](#) [CLASSES](#) [TEST ADMINISTRATIONS ▾](#) [ACCOUNTS ▾](#) **REPORTS** [HELP ▾](#)

ⓘ Reports are not available. ×

Reports

Reporting services will be available after the test administration has concluded. Thank you.

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Help Tab


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Help
Order Materials
Downloads
System Scan

Help

Contact Support


Call
[1-800-643-8547](tel:1-800-643-8547)


Email
[click here](#)


Chat
[Chat Now](#)

Commonly Asked Support Questions

[How do I add test administrators?](#)

[How do I add a new student?](#)

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The background is a solid orange color. Overlaid on this are several thin, light-yellow lines that intersect to form a series of geometric shapes, including triangles and quadrilaterals. These lines are not perfectly straight, giving the design a hand-drawn or organic feel. The word "Registration" is positioned on the left side of the image, centered vertically relative to the main composition.

Registration

Registration Quick Reference Guide



Arkansas ELPA21

Registration Quick Reference Guide

1. Login to the Nextera Administration Site with the appropriate **Username** and **Password**
2. At the top of the page, click "Change" to select your District
3. On the **ACCOUNTS** drop-down menu, select **Accounts**
4. Verify that the District Test Coordinator (DTC) information is correct. If needed, click **View** then **Edit** to make updates
5. Add one Information Technology Coordinator (TC) for your district:
 - a. Click **New Account**
 - b. In the **Type** drop-down, select **Technology Coordinator**
 - c. Enter information in the **required** fields
 - d. Ensure the **This account is currently active** box is checked. This generally includes their username and password
 - e. **Save**
6. Add one School Test Coordinator (STC) for each school in your district:
 - a. At the top of the page, click "Change" to select your first school **No School**
 - b. Click **New Account**
 - c. In the **Type** drop-down menu, select **School Test Coordinator**

Registration

[HOME](#)[STUDENTS ▾](#)[CLASSES](#)[TEST ADMINISTRATIONS ▾](#)[ACCOUNTS ▾](#)[REPORTS](#)[HELP ▾](#)

Registration

Schools should plan to test between one and three times per standard academic year.

School: Carter Junior High School (001) ▾

If this school is not testing in a subject, uncheck it below. These entries are used by Nextera Support for staffing needs. If you don't know the actual numbers, your best guess is fine.

The following subjects will be tested this academic year:

Testing	Subject	Student Estimate
<input checked="" type="checkbox"/>	ELPA21	<input type="text" value="150"/>

Registration

Each subject being tested requires an estimate on the number of students taking that test.

[Save](#)[Complete Registration](#)

When you click or tap this button, we'll mark all of your registration data as complete and you won't be able to edit it anymore.

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Materials Processes



Ordering Materials

HOME STUDENTS - CLASSES TEST ADMINISTRATIONS - ACCOUNTS - REPORTS HELP -

Order Materials

Order, Review, and Track [Edit](#)

This page allows you to order new items, review existing orders, and track materials using our ServicePoint site. Clicking the link on the right will open up a new tab that will lead to a website where you can sign in to complete your task.

Order Forms	
Additional Material Orders	Order

Review & Track	
Review Existing Orders	Review
Material Tracking Information	Track

District Test Coordinators: please order your Paper Pencil Materials as soon as possible when you have the counts. If a new student moves into the district and you need to order materials, the last day to order is February 29.

Ordering Materials

ServicePoint™

QUESTAR
ASSESSMENT, INC.


HomeUser GuideTech SupportChange My ProfileLog Out


Welcome to ServicePoint

Test AdminELPA21 2016

Material Distribution

Please choose a business area from the menu choice to the left.





ServicePoint Information

Depending upon individual roles for test administrations, you will be given access to various business areas. These business areas are located on the left side of this page in the form of a menu link. Please consult the [User Guide](#) if you should have questions with how to perform a function.

Ordering Materials

- K-1 writing test booklets and K-1 Directions for Administrations have been ordered and will arrive in districts on January 20.
- All additional Paper Pencil Materials will be ordered through the Additional Material Order link on the help tab. This includes:
 - Kindergarten and grade 1 Writing response booklets for newly enrolled K-1 students that are testing online
 - any students needing accommodated materials.
- Please order your Paper Pencil Materials as soon as possible when you have the counts. If a new student moves into the district and you need to order materials, the last date to order is February 29.
- Braille materials will not be available at the beginning of the test window. Contact Questar Customer Support for Braille availability dates.

Returning Materials

After testing, all scorable and secure materials must be returned to Questar according to the directions sent in the initial shipment.

- School Test Coordinators will:
 - collect materials from Test Administrators
 - box and send materials to the District Test Coordinator
- District Test Coordinators will:
 - inventory materials from each school
 - label boxes for shipment to Questar

Additional Processes

If a test booklet is contaminated with blood, vomit or other bodily fluids:

- Student responses for valid test sessions must be transferred to clean documents.
- Soiled test book must be securely destroyed following requirements for disposing of hazardous materials. Test book must **not** be returned to Questar.
- Send a letter to Questar with the following information:
 - Student name
 - Test Booklet content
 - Secure barcode number
 - New barcode used for the student
 - Reason the booklet is not being returned (vomit, bloody nose, etc.)
 - Please indicate the method used to securely destroy the student test booklet

The background is a solid orange color. Overlaid on this are several thin, white, curved lines that intersect to form a series of overlapping, irregular polygonal shapes, resembling a stylized web or a network diagram. These lines are most prominent on the right side of the image.

Next steps

Next Steps

Today's Webinar Recording

- emailed to all registered participants (please allow 24 hours)
- posted to the Arkansas webpage (please allow 24 hours)
 - <http://www.arkansased.gov/divisions/learning-services/assessment/webinar-recordings>

Previous Webinar Recording

- Technology Readiness webinar is also available at the above location

Evaluation

- You will receive a brief evaluation via email.
Please take a few minutes to complete the evaluation.
Your feedback is important to us!

Looking Ahead

- Nextera Administration Site available January 12, 2016
- K-1 materials arrive in districts January 20, 2016
- Student Web Client (system students use to take test) available January 25, 2016
- Test window opens February 1

Support

The background is a solid orange color. On the right side, there is a complex geometric pattern composed of thin, white, curved lines. These lines intersect to form various triangular and polygonal shapes, some of which are elongated and narrow, while others are more equilateral. The pattern appears to be a stylized representation of a network or a series of interconnected paths.

Support

- Customer Support

- By e-mail: ar.elpa.help@questarai.com
- By phone: 1-800-643-8547 (toll-free)
- By chat: via Nextera Administration Help
- Availability: Monday-Friday from 8 a.m. to 5 p.m. Central Time
 - There will be extended hours around the testing window

The background is a solid orange color. Overlaid on this are several thin, white, curved lines that intersect to form a series of irregular, overlapping shapes, resembling a stylized web or a network diagram. These lines are primarily located on the right side of the image, with some extending towards the center.

Questions?

Thank you!

Questar Assessment Inc. and the
Arkansas Department of Education

